DLAD 4155.24
AR 702-7
SECNAVINST 4855.19
AFI 21-115
DLSC-LE

PRODUCT QUALITY DEFICIENCY REPORT PROGRAM
(Supplementation is permitted at all levels)

A. REFERENCES

1. DLAR 4155.24/AR702-7/SECNAVINST 4855.5A/AFR 74-6, PRODUCT QUALITY DEFICIENCY REPORT PROGRAM, 20 JUL 93, superseded.

2. DoD 4140.1-R, DoD Materiel Management Regulation, Jan 93.

B. PURPOSE . This **document**, in conjunction with DLAI 4155.24/Encl 1 of AR 702-7, SECNAVINST 4855.19, and AFI 21-115:

1. Supersedes reference Al.

2. Implements Federal Acquisition Requirements for the reporting of product quality deficiency data as required by 41 C.F.R 101. This directive establishes a system for feedback of product quality deficiency data across Military Service, Defense Logistics Agency, and GSA lines in order to conduct reporting, investigation, cause correction, and management of individual product quality deficiencies, as well as to identify problems, trends, and recurring deficiencies.

c. APPLICABILITY AND SCOPE

1. This **document** is applicable to, and has been coordinated with, DLA, Army, Navy, Air Force, Marine COrpS, and General Services Administration (GSA) , hereafter referred to as the Components. All other DoD users of Component-provided supplies or contract administration services (e.g., National Security Agency, National Imagery and Mapping Agency, Defens Communications Agency, U.S. Coast Guard) are encouraged to comply with this regulation for reporting of any product quality deficiencies.

2. This **document** is mandatory for use when reporting product quality deficiency conditions across Component lines. It is encouraged for use within the Services. It applies to product quality deficiencies detected on new or newly reworked Government-owned products, for premature equipment failures, and products in use that do not fulfil their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, and workmanship. It applies to products inspected and accepted at source, inspected at source and accepted at destination, or inspected and accepted at destination. It also applies to the special **case** of product inspected at source, shipped to destination for acceptance, and determined at destination to be unusable/unserviceable.

3. The reporting of the following types of deficiencies is excluded from

the provisions of this directive:

a. Deficiencies involving products authorized for local base or station purchase which are reportable under local procedures. This exclusion does not apply to local purchases where the original source was GSA.

b. Foreign military sales items under the Security Assistance (SA) Program after conveyance of title. Quality deficiency data under the SA Program are properly reported on the Standard Form (SF) 364, Report of Discrepancy. See DLAR 4140.60/AR 12-12/SECNAVINST 4355.17A/AFR 67-7, Processing Discrepancy Reports Against Foreign Military Sales Shipments.

c. Medical materiel which is reported on SF 380, Reporting and Processing Medical Materiel Complaints/Quality Improvement Report. See DLAR 4155.28, Reporting and Processing Medical Materiel Complaints, and MM 67-1 USAF Supply System.

d. Subsistence materiel which is reported:

(1) On DD Form 1608, Unsatisfactory Material Report (Subsistence) in accordance with DLAR 4155.3/AR 30-12/NAVSUPINST 4355.2E/AFR 74-5/ MCO1O11O.21F, Inspection of Subsistence Supplies and Services.

(2) Per DLAR 4155.26/AR 40-660/NAVSUPINST 10110.8C/AFR 161-42/MCO10110.38C DoD Hazardous Food and Nonprescription Drug Recall System.

e. Any unsatisfactory materiel condition which is attributable to improper handling or deterioration during storage. Report in accordance with individual Component procedures.

f. Preservation, packaging, packing, and related marking deficiencies which are reported on SF 364, Report of Discrepancy. Shipping-type (item) discrepancies, e.g. , overages, shortages, expired shelf life, incorrect items, which are reportable on SF 364. See DLAR 4140.55/AR735-11-2/ SECNAVINST 4355.18/AFR 400-54, Reporting of Item and Packaging Discrepancies .

g. Transportation-type discrepancies, e.g., shortages, losses or damages in-transit, which are reported on SF 361, Transportation Discrepancy Report . See AR 55-38/NAVSUPINST 4610.36E/AFR 75-18/MCOP4610.19/DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments.

h. Materiel that fails because user-performed maintenance was inadequate; was operated improperly; or materiel that fails due to normal wear and tear.

i. Malfunctions involving ammunition and explosives which shall be reported in accordance with individual Component procedures. See AR 75-1, Malfunctions Involving Ammunition and Explosives Deficiencies, other than malfunctions, involving deficient ammunition and explosives shall be reported in accordance with this directive.

j. Materiel used in Navy Strategic Weapons Systems and the Navy Nuclear Propulsion Program.

D. DEFINITIONS . See Attachment 1, GLOSSARY OF TERMS.

E. POLICY

1. The Product Quality Deficiency Report Program shall be the cross-Component system that will feed back quality data, in a timely manner, to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions so that action can be initiated to determine cause, take corrective action, and prevent recurring product quality deficiencies.

2. Contract clauses or quality assurance provisions that provide for contractor and subcontractor participation in the deficiency reporting and investigation program shall be incorporated in contracts as applicable.

3. Reporting Product Quality Deficiencies (PQDRs)

a. All product quality deficiencies subject to the provisions of this **document** shall be reported. This includes deficiencies which may occur in major weapon systems, secondary/consumable/repairable items, spare and repair parts, Government-owned products used during development/test, items supplied as Government-furnished property (GFP) , or deficiencies in any other items not specifically excluded by paragraph C3, above. Reportable PQDRs include any defect or nonconforming condition indicating deficiencies in design, specification, materiel, manufacturing, and workmanship which may be attributable to maintenance, design, contract specification, or any other documentation/equipment under the control or responsibility of the Government. Defects in materiel that is revered by a warranty shall be reported via the PQDR system.

b. Any individual, or Activity within a Component, finding a product quality deficiency is responsible to report it to the appropriate Originating Point/Screening Point for that Component. PQDRs must be reported within 1 day after discovery of a Category I deficiency, or 3 days after discovery of a category II deficiency. An Individual/Activity who discovers the defective materiel and initiates the deficiency report shall be known as the Originator/Originating Point respectively. When Originators/Originat' : ⌟ Points determine that a deficient item is useable, the deficiency must still be reported.

c. Defective government-furnished property shall be reported to the appropriate Screening Point of the Component issuing the contract. (If the contract is with DLA, the report should be sent to the appropriate Action Point.) If the contractor refuses to report PQDRs, and is not contractually required to do so, Government Representatives (e.g. , the Contract Administration Office (CAO)) shall complete and submit the deficiency report forms.

d. The SF 368, Product Quality Deficiency Report (form, message, electronic facsimile, E-Mail format, other electronic transmission methods (i.e., SALTS or Transaction Set 842 per DoD 4000.25-M)), or the DoD Deficiency Reporting System (DoD DRS) (when the system becomes available) shall be used for reporting product quality deficiencies.

4. PQDRs shall be investigated until cause for the deficiency is discovered, or until the Action Point determines that no further investigation is possible or practical. Appropriate actions shall be taken to correct the existing deficiency, including disposition of defective materiel, and to prevent recurrence of deficiencies, before PQDRs are closed.

5. A product quality deficiency reporting system shall be maintained that complies with this document and supplementing instructions (DLAI 4155.24/Encl 1 of AR 702-7, SECNAVINST 4855.19, AFI 21-115) . The system must include the ability to:

a. Provide guidance and technical assistance to originating Points, Screening Points, Action Points, and Support Points, to assist them in documenting, reporting, and investigating product quality deficiencies.

b. Selectively notify other users of products reported to be defective and, when necessary, provide for disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system.

c. Assure that deficiencies on government-furnished property are reported in accordance with contractual requirements and that these deficiencies.. are in turn reported to the designated Action Points.

d. Collect and analyze information, assist origination, screening, action and Support Point PQDR and exhibit processing, and evaluation of processing time data for compliance with supplementing instructions.

e. Collect and analyze historical PQDR data associated with quality, reliability, or maintainability correlated with contractor or government-caused deficiencies.

f. Store and exchange a PQDR Summary Code as described in supplementing instructions . (The use of a PQDR Summary Code is optional pending implementation of the DoD Deficiency Reporting System (DoD DRS) .)

g. Selectively request and tightly control PQDR exhibits held for investigation in compliance with supplementing instructions.

6. Guidance and training shall be provided to component personnel in the use of the DoD Deficiency Reporting System (DoD DRS) (when it is available for use) or, a management information system which has the ability to provide for the requirements of paragraph E 5 above.

7. Processes shall be developed to address the needed interfaces of quality, engineering, maintenance, supply, financial, and acquisition systems to assure the establishment of proper controls over reported materiel, including exhibits. Required controls include, but are not limited to:

a. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M, Military Standard Transaction Reporting and Accounting Procedures, whenever materiel is directed for movement or suspended from issue/use pending resolution of a PQDR.

b. Financial accounting in accordance with DoD 7200.9-M, Department of Defense Accounting Manual, and financial adjustment in accordance with DOD 4000.25-7-M, Military Standard Billing System.

c. Materiel marking in accordance with MIL-STD-129, Marking for Shipment and Storage.

d. Internal Controls in accordance with DoD Directive 5010.38, Internal Management Control Program.

e. Processing of exhibits in times prescribed, and materiel movement, in accordance with DoD Directive 4140.1-R, Materiel Management Regulation.

8. Submission of Product Quality Deficiency Reports (PQDRs) may also require reporting of quality deficient stock(s) under materiel returns or warranty programs for credit to be given. Submitters should check their applicable Service/Agency policy, and supplementing instructions to this directive, for guidance.

9. processing times cited in this document and supplementing instructions are guidelines. Failure to meet the specified times does not relieve the requirement to process the PQDR.

10. Exceptions to the use of this reporting system must be submitted through the respective Component headquarters. Agreement from all affected Components is necessary before approval is granted for any requested exception.

F. RESPONSIBILITIES

1. HQ DLA will act as the DoD focal point on matters pertaining to this document. Recommended changes to this document will be forwarded to HQ DLA, Commander, Defense Logistics Support Command (DLSC-LEO).

2. The Components will:

a. Establish and identify Screening Points, Action Points, Support Points, and Materiel Screening Points, with capability to perform their assigned actions in accordance with this document and supplementing instructions. The supplementing instruction (DLAI 4155.24/Encl 1 of AR 702-7, SECNAVINST 4855.19, and AFI 21-115) provides mandatory procedures for implementation of this document.

b. Provide guidance and technical assistance to their field activities on matters pertinent to this document. Guidance shall complement, but not conflict, with this document.

c. Establish surveys and training programs to assure compliance with this document and Service implementing guidance.

G. EFFECTIVE DATE AND IMPLEMENTATION. This publication is effective and shall be implemented on (date must be added).

H. INFORMATION REQUIREMENTS. The reporting requirement prescribed herein for individual SF 368 product quality deficiency data is exempt from the assignment of a Report Control Symbol under DoD Directive 7750.5, Management and Control of Information Requirements.

BY ORDER OF THE DIRECTOR

RAUL A. MARTINEZ
Administrator

Attachment

GLOSSARY OF TERMS

COORDINATION: CAHS, Army (SARD/DALO-SMM), AMC(AMCRDA-AI), Navy (ASN RDA (ABM)AP), Air Force (LGMM), Marine Corps (COMMARCORLOGBASES 808), GSA (FSS/FQA)

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FKM27 (DPS)
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FKP4E))
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Attachment 1 to
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AR 702-7
SECNAVINST 4855.19
AFI 21-115

GLOSSARY OF TERMS

For the purpose of this publication, the following definitions apply:

A. Acknowledgment . Response from one activity to another informing them of receipt of PQDR, initial disposition instructions, estimated date of completion, and other information as appropriate (i.e. , assigned action offices) .

B. Action Point. A focal point(s), identified within each Component (see DLAI 4155.24/Encl 2 of AR 702-7, SECNAVINST 4855.19, and AFI 21-115), responsible for receiving PQDRs and for investigation and resolution of a reported product quality deficiency including necessary collaboration with support points. Action Points other than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency r_eport across Component lines to a Support Point in another Component.

C. Action Reports. A deficiency report addressed to an activity or forwarded to an activity with a request for assistance to investigate and resolve the deficiency/discrepancy or to obtain disposition or audit instructions for like defective material.

D. Category I Deficiency Report. A report of a critical defect which may cause death, injury, or severe occupational illness; would cause loss or major damage to a weapon system; critically restricts the combat readiness capabilities of the using organization; or any defect which would result in a production line stoppage.

E. Category II Deficiency Report. A report of a product quality deficiency which does not meet the criteria set forth in Category I. Category II normally is used for reporting major and minor defects.

F. Closure. PQDRs may be considered closed when an investigation into the assignable cause has been completed; corrective actions, and preventive actions to preclude recurrence of the deficiency, have been initiated; credit and disposition information for the materiel have been provided; and exhibit disposition has been initiated.

G. Corrective Actions. Those actions taken to correct the defective items reported and all other defective items that have been supplied or are in the supply pipeline. They include repair, replacement, alert notifications, and segregation, screening, and disposition of existing product. They also include all actions that can effect restitution for the defective items, i.e., credit, partial credit, refund, or service of a like kind.

H. Component. A Military Department or Defense Agency (e.g., Army, Navy, Marine Corps, Air Force, DLA, Defense Mapping Agency, Coast Guard, etc.) . GSA may be considered as a separate Component within the definition of this regulation.

I. Defect (see, also, Severity Classification) . Any nonconformance of a characteristic with specified requirements. In accordance with the Federal Acquisition Regulation, defects are classified as critical, minor, or major,

as follows:

1. Critical Defect/Nonconformance A nonconformance that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services or is likely to prevent performance of a vital agency mission.

2. Major Defect/Nonconformance. A nonconformance, other than critical, that is likely to result in failure, or to materially reduce the usability of the unit of supplies or services for their intended purpose.

3. Minor Defect/Nonconformance. A nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

J. Design Deficiency. Any condition that limits or prevents the use of materiel for the purpose intended or required, where the materiel meets all other specifications or contractual requirements. These deficiencies cannot be corrected except through a design or specification change.

K. Exhibit. The item reported as being deficient, or a sample item which represents the reported deficient condition, which can be analyzed to determine the possible cause of the defect.

L. Government-Furnished Property. Property in the possession of, or acquired directly by, the Government and subsequently delivered to or otherwise made available to a contractor.

M. Government-Owned Product. A product which is owned by or leased to the Government or acquired by the Government under the terms of a contract.

N. Information Only Report. A deficiency report sent to an activity as a "copy furnished, " "information only copy, " or via a transmittal letter stating the report is furnished for information only. A written response to the sending activity is not required. However, local action may be required by the recipient, such as assuring corrective and preventive action, verifying contractor compliance, etc.

O. Interim Reply. Correspondence that is used to advise that the response time frames can not be met. Interim replies should provide, at a minimum, the status of the investigation and an anticipated completion date.

P. New Materiel. Materiel procured under contract from commercial or Government sources or manufactured by an in-house facility. Such materiel will be considered new until it has been proven during actual system operation. (See reworked material)

Q. Objective Evidence. Evidence based upon the results of test or examination that a deficiency exists.

R. Originating Point. An activity within a Component that finds a product quality deficiency and reports it to the designated Component Screening Point. A contractor that receives defective Government materiel and reports it is also considered to be an Originating Point.

S. Originator. The individual who discovers the defective materiel and initiates the deficiency report.

T. Preventive Actions. Those actions taken to prevent or preclude recurrence of the deficiency. These include design/specification/drawing changes, changes to procurement technical data packages for future buys, issuance of Quality Assurance Letters of Instructions, notices to contractors, procedural changes, and process changes.

U. Procurement Deficiency. Any unsatisfactory materiel condition which is attributable to improper, incorrect, ambiguous, omitted, or conflicting contractual requirements including the procurement document it references,

or any problem condition due to technical requirements of materiel.

v. Product. Item, materiel, data, software, supplies, system, assembly, subassembly, or portion thereof which is produced, purchased, developed, or otherwise used by the Government. Products obtained by architect-engineer construction and facilities support contracts do not apply.

W. Product Quality Deficiency. A defect or nonconforming condition detected on new or newly reworked Government-owned products, premature equipment failures, and products in use that do not fulfil their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, and workmanship. (See "Defect".)

x. Product Quality Deficiency Report (PQDR). The SF 368 form or format used to record and transmit product quality deficiency data.

Y. Quality Deficiency Data. Information (based on objective evidence) provided by an activity concerning unsatisfactory new, newly reworked (Government or contractor) materiel, premature equipment failures, and products in use that do not fulfil their expected purpose, operation or service. The data can be as simple as the Originating Point's internal report form that initially recorded the deficiency. Of prime importance is the requirement for documentation which is based on direct examination, test, procedural review, etc.

z. Quality Investigation. A comprehensive investigation conducted by the organization. responsible for materiel quality within the Action/Support Point activity to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective and preventive action will be initiated when inadequacies are identified.

AA. Report Control Number. The control number assigned by the Originating point in accordance with a prescribed format containing the Originating Point's DoDAAC, calendar year, and sequential number. (see supplementing procedures.)

AB. Reworked Materiel. Materiel which has been overhauled, rebuilt,repaired, reworked, or modified by a military facility or commercial facility and proven during actual system operation. Such materiel will be considered newly reworked until it has been proven during actual system operation.

AC. Screening Point. A designated activity(ies) identified within each Component that: reviews the PQDR for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses; determines and transmits the PQDR to the proper Action Point within or outside the Component; maintains an audit trail for each PQDR; reviews closeout responses from Action Points; and collects, maintains, and exchanges PQDR data.

AD. Severity Classification (see, also, "Defect"). The classification of a defect by its severity: critical, major, or minor.

AE. Summary Code. An eight-digit code that provides the overall conclusion of the PQDR investigation that includes determination of responsibility, severity, broad and detailed cause, corrective action and materiel disposition of the PQDR.

AF. Support Point. Any activity that assists the Action Point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

AG . Test Deficiencies. Any incompatibility or failure of materiel as measured against the applicable test specifications, procedures, or test equipment between Government or contractor cognizant activities.